

ABSTRACT

A system for a customer to order service of an item and to track the service using the Internet is disclosed. The customer accesses a website hosted by the servicing
5 company to open an account by submitting account data, which is stored. The system then automatically generates an account confirmation e-mail message to the customer using at least a portion of the account data. Thereafter, the customer and submits a service order by submitting order data, which is stored. The system automatically generates an order confirmation e-mail using at least a portion of the order data. The
10 item to be serviced is then sent to the servicing company, which performs the service. Thereafter, the servicing company submits update data relating to the serviced item, which is stored. The system then automatically generates an update confirmation e-mail using at least a portion of the update data.